Inside

2 Mission and History of Friends
3 President’s Letter
4 These Volunteers Were Here When Friends Began!
5 Current Volunteers Profiled
6 5-Minute Chocolate Mug Cake
7 Meet Our Office Staff
8 Friends 50th Anniversary
10 Gift Cards Now Available
11 Social Service Update
12 Annual Spring Luncheon
13 Local Talent Supports Friends
14 Funding Update
15 Gifts of Arts 2009 Schedule

UH-2C 201
1500 East Medical Center Drive
Ann Arbor, MI 48109-0061

www.umich.edu/friends
Mission and History of Friends

In May 2009, the Friends will celebrate the 50th anniversary of the gift shop. The Friends of the University of Michigan Health System is an organization established to support patients and assist UMHS in promoting the health and welfare of the community.

Back in the spring of 1959, some very dedicated volunteers (known then as The Guild) opened the first “Gift Shop,” which consisted of a small counter space in the lobby of the old Main Hospital. They sold candy, cards and gifts and slowly grew the business over the years. The profits then, as now, were earmarked to purchase items not covered by the general hospital budget, setting the course of the Friends philanthropic giving mission for the future.

Twenty years later, in 1978, the Friends (having officially changed their name) opened the first free standing gift shop in the Main Hospital. The shop had grown and the Friends had opened C. S. Mott Children’s Hospital Gift Shop as well. By 1988, the Friends marked their One Million Dollar giving milestone.

- Over the past 30 years Friends has given millions of dollars to support patient education and patient care within UMHS.
- Friends raises funds exclusively by proceeds from gift shops and membership dues.
- Friends currently consists of 60 active volunteers and 19 paid employees (5 full-time, 2 part-time and 12 temporary workers).
- Friends is always in need of new volunteers to ensure the long-term success of our mission – patient education and support.
- Currently, Friends is working on opening a new gift shop at the University of Michigan East Ann Arbor Health Center for fall 2009.

President’s Letter

Dear Friends,

Hey! Look us over! We are the Friends of The University of Michigan Health System, a volunteer organization, and we have been running the hospital gift shops for many years. In fact, it has been 50 years since we opened the first gift shop in the lobby of the Old Main Hospital. Fifty years, 1959-2009! Now we have three gift shops and are planning to open a fourth in the East Ann Arbor Health Center on Plymouth Road this fall. So we decided it was time for a new look and a time to celebrate!

We want to spread the news about the Friends organization and the good causes we support with the money we make in our gift shops. The Friends has given back over five million dollars over the past 20 years to support patient and family education and care. Your gift shop dollars helped to build University Hospital, the Cancer Center, Ronald McDonald house and the new C. S. Mott Children’s Hospital. Every time you make a purchase in one of our gift shops, you are helping to make a difference.

I invite you to read our newly designed newsletter and discover who is helping us make a difference through volunteering, how you can join our membership campaign, and when we are planning to celebrate this fifty-year anniversary. These are exciting times for the Friends Gift Shops. There are many ways you can get involved.

Become a member of Friends organization. Volunteer in one of our shops. Stop in, shop, and enjoy our month long celebration.

We invite you to become a Friend, get involved!

Sincerely,

Nancy Bates
Friends President
In its legendary, FIFTY-YEAR history, the Gift Shops at the University of Michigan hospitals have been served by over 250 different volunteers. Those men and women have given countless numbers of hours, days, weeks, months and years of their time and energy to keep the shops running successfully. In the last 20 years, their combined efforts have made it possible for the Friends (who run the gift shops) to give millions of dollars to causes benefiting the hospitals, patients and their families. Our volunteers have ranged in age from 16 to 96, all serving with the understanding that their efforts were supporting the most noble of causes.

In honor of our 50th Anniversary celebration we would like to say a special thank-you to three volunteers who have each given over 30 years of service to the gift shops. These women—Sue Gikas, Nancy Fekety and Mary Ann Crawford—demonstrate the rich quality of our volunteer base, and represent a combined total of over 100 years of volunteer service to the Friends gift shops. Together, they remember the concept of the gift shops, providing a service as well as giving back to the hospital.

Collectively, they recall that in the very beginning there was the Galens Society, which was supposedly run by medical students who sold primarily cigarettes and candy within the hospital. This group evolved into the Volunteer Services Department, which consisted of volunteers who were typically the wives of medical personnel. The Guild gift shop consisted of a long glass counter in the main lobby of the hospital where a lone volunteer, wearing a red-striped vest, worked. Products like gum and candy had expanded to include toiletries. In the 1960s, children were not allowed to visit patients in their rooms so the lobby of the old Main Hospital became the focal point for the extended family of patients. Soon it became apparent that the gift shop needed to expand into its own space.

In the 1970s the Guild became Friends Gift Shop. With the new hospital’s completion in 1985 a bigger gift shop was included. Gift Shop products expanded extensively to include clothing, jewelry, flowers and many other gift products with candy and gum still being the best sellers! When C. S. Mott Children’s Hospital opened in the fall of 1965, the Volunteer Services Department opened, a gift shop in the hospital lobby. Shortly after it opened Mott held a contest to name the second gift shop and the “Carousel” entry won. The shop remained in the second level lobby location until the Maternal/Child Health Care Center opened and the shop moved into its present location. Throughout the years, gift shop merchandise has become more sophisticated with volunteer buyers attending trade shows each year, selecting merchandise specifically for patients, employees and visitors. The third gift shop was opened in 2007 with the completion of the Cardiovascular Center adjacent to the main hospital.

These three women are proud that Friends continues to operate today as a non-profit organization that includes membership from University of Michigan employees, the surrounding community, and a board of directors that ensures all profits are directed toward University of Michigan patient education and support causes.

Currently, she works as a cashier in the main gift shop. In addition, she is currently an active board member of Friends, having recently created past newsletters. Outside of volunteering she enjoys golf, skiing and traveling with her husband. She also has three granddaughters whom she regularly shops for in the gift shop!

Sandy McVeigh has been a volunteer at the Friends gift shops for the past eight years. When she moved here from Chicago, she wanted to get involved in the community and responded to an advertisement in the local newspaper that Friends was seeking new volunteers. She currently works as a cashier in the main gift shop. In addition, she is currently an active board member of Friends, having recently created past newsletters. Outside of volunteering she enjoys golf, skiing and traveling with her husband. She also has three granddaughters whom she regularly shops for in the gift shop!

Mary Kogelschatz has been a volunteer at the Friends gift shops for the past 10 years. She became a volunteer after seeing a news article in which Friends was seeking new volunteers. She now works as a cashier in the main gift shop, having previously served as a board member. She greatly enjoys the customers that come through the gift shop as well as working with other volunteers. She is the mother of three children, two of whom are in college. She continues to keep busy by being a “hockey mom” to her youngest! Outside of volunteering she enjoys running, swimming, cross-stitching and reading.

Lisa Hartman has been a volunteer at the Friends gift shops for the past five years. She became a volunteer after seeing a news article in which Friends was seeking new volunteers. She now works as a cashier in the main gift shop. In addition, she is currently an active board member. She greatly enjoys the customers that come through the gift shop as well as working with other volunteers. She is the mother of three children, two of whom are in college. She continues to keep busy by being a “hockey mom” to her youngest! Outside of volunteering she enjoys running, swimming, cross-stitching and reading.

Lucille Zink has been a volunteer at the Friends gift shops for the past 22 years. Lucille came to Friends upon retirement from AAA of Michigan. She works 8-10 hours a week, two days a week and is currently in charge of buying University of Michigan apparel for the shop. This is an impressive effort in that there are over 100 selections of U-M apparel to choose from! Outside of volunteering she enjoys reading, attending her church group, working out at her senior fitness facility, and doting on her great-niece, Ella.

Gloria Stapp has been a volunteer at the Friends gift shops for the past 24 years. She has been a volunteer all of her life beginning with volunteering in the local school system. She is currently a buyer for all of the stationery products. In addition to the Friends gift shops, she is involved with the Ann Arbor Community Foundation, which provides much needed services to citizens in Washtenaw County. Outside of volunteering, she enjoys traveling domestically and internationally to spend time with her grandchildren, great-grandchildren and great-great-grandchildren!

Aru Janardan has been a volunteer at the Friends gift shops for the past 22 years. She works every Thursday in the Carousel shop located in C. S. Mott Children’s Hospital. Previously she was vice president of the gift shop committee. She also volunteers at the Ann Arbor Hindu Temple and is a teacher of kindergarten/first grade religious studies. Outside of volunteering, she enjoys sanding and painting newly woodworked temples. She is blessed with three children and seven grandchildren, one of whom will be attending the University of Michigan in the fall of 2009!

Bernice Merte has been a volunteer at the Friends gift shops for the past 10 years. She graduated from the University of Michigan in dental hygiene. Initially, upon retirement, she served as a docent for the University of Michigan Museum of Art for 10 years. She became a volunteer after seeing a news article in which Friends was seeking new volunteers. She currently works as a cashier in the main gift shop. She’s proud to say she just celebrated her 20th birthday…being a leap year baby contributes to her youth! She’s a mother of five sons and 12 grandchildren. Outside of volunteering, she enjoys quilting and traveling.

These Volunteers Were Here When Friends Began!

submitted by volunteers Nancy Bates and Molly Friederichs
5-Minute Chocolate Mug Cake
submitted by volunteer Bernice Merte

4 tablespoons flour
4 tablespoons sugar
2 tablespoons cocoa
1 egg
3 tablespoons milk
3 tablespoons oil
3 tablespoons chocolate chips (optional)
A small splash of vanilla extract
1 large coffee mug

Add dry ingredients to mug and mix well. Add the egg and mix thoroughly.

Pour in the milk and oil and mix well.

Add the chocolate chips (if using) and vanilla extract, and mix again.

Put your mug in the microwave and cook for 3 minutes at 1000 watts.

The cake will rise over the top of the mug, but don’t be alarmed!

Allow to cool a little, and tip out onto a plate if desired.

EAT! (This can serve two if you want to feel slightly more virtuous.)

And why is this the most dangerous cake recipe in the world?
Because now we are all only five minutes away from chocolate cake at any time of the day or night!

Meet Our Staff Office

(clockwise)
Roger Lidgard
Assistant manager
Rebekah Brown
Gift shop supervisor
Sandy Del Favero
Gift shop manager
Tiffany Pryor
Financial clerk
Ida Hayes
Financial clerk

Volunteers Needed and Always Appreciated!

• Our volunteers are committed to education and support of patients and their families at the University of Michigan Health System.
• Our volunteers lower gift shop costs enabling a greater portion of gift shop profits to be given to board-approved projects within the University of Michigan Health System.
• Our volunteers enjoy camaraderie with other volunteers who are committed to community involvement and to the University of Michigan Health System.
• Four-hour shifts are available weekly, bi-monthly, or make your own schedule.

If interested in becoming a Friends volunteer contact: Sandy Del Favero at (734) 936-5975 or e-mail her at favero@umich.edu.
The first gift shop was operated by the Volunteer Service Guild and consisted of a counter space within the main hospital lobby. Its first official day of business was recorded in the archives as November 2, 1959. The gift shop and gift cart sold sundries and candy and was manned entirely by volunteers. The volunteers logged a total of 3,500 hours of service that first year and all the profits went to patient-related causes. In the fall of 1965, a second gift shop was opened in C. S. Mott Children’s Hospital.

The Volunteer Service Guild was renamed the Friends of University of Michigan Hospitals. A similar structure of manning the two gift shops with volunteers was retained. A board of directors was formed, with several sub-committees, which met monthly to discuss and grant requests for donations within the hospital system. A funding committee within the Friends board accounts for all funds spent. In the late 1970s, Friends opened a larger gift shop within the main hospital.

Friends gift shops continue to give money to a variety of organizations affiliated with the University of Michigan Hospitals. This included a $600,000 pledge to the new University of Michigan Hospital, which opened in 1985. By 1987 the Guild/Friends had donated over one million dollars!

Upon completion of the new Cardiovascular Center, a third gift shop was opened in the center’s lobby. In addition, $400,000 was pledged toward the building of the new C. S. Mott Children’s Hospital.
Social Service Update

From Ernestina with Love,

As many of you know, our dear friend Ernestina Parravano has been spending these last few cold weather months with her son Pietro and daughter-in-law Joan, in the San Francisco Bay area. We have talked several times and she is well and expecting to return to Michigan once our temperatures become a little warmer. In Ernestina’s absence, I would like to share with you a little bit of her work, which has continued to go well, while she has been away.

- A pregnant mother of two, whose husband is a self-employed handyman, had been trying to maintain during this poor economy but found themselves short of paying their utility bill. Ernestina to the rescue!
- Another family needed help with its electric bill to avoid a shut off. A single mom, who was pregnant and unable to work due to complications from the pregnancy, was in dire need of help. Ernestina to the rescue!
- Meijer and Target gift cards were given to a Mott family with six children to help purchase school clothing and school supplies. One of the children has had ongoing medical issues his entire life. Ernestina to the rescue!
- In addition to these examples, the Ernestina Fund has subsidized countless meals, gas assistance for medical appointments, and has helped with lodging expenses for many families coming to C. S. Mott Children’s Hospital for their medical care.

We thank Ernestina for her continued love and attention to these struggling families. We are also very thankful to everyone, including Friends gift shops, who have contributed over the years to Ernestina’s C. S. Mott Children’s Hospital Fund and to her Amity Fund. Without your kindness and generosity, none of this would be possible.

Sincerely,

Sara B. Hickey
C. S. Mott Children’s Hospital

LOOKING FOR A GREAT GIFT IDEA?

Friends Gift Cards Now Available for Purchase

Available For Purchase in All Three Gift Shops!
100% Redemption...Good to the Last Penny!
No Expiration Dates!
Great Gift Idea for Your Favorite Health Care Worker!
Great Gift Idea for Patients In Need of Cheer!
Gift Cards...A Joy to Give or to Receive
Making A Difference One Purchase At A Time

Friends | Spring 2009

LOOKING FOR A GREAT GIFT IDEA?

Friends Gift Cards Now Available for Purchase

Available For Purchase in All Three Gift Shops!
100% Redemption...Good to the Last Penny!
No Expiration Dates!
Great Gift Idea for Your Favorite Health Care Worker!
Great Gift Idea for Patients In Need of Cheer!
Gift Cards...A Joy to Give or to Receive
Making A Difference One Purchase At A Time

Friends | Spring 2009
Annual Spring Luncheon

FRIENDS GIFT SHOPS

Cordially invite our volunteers and donors
to attend the
Annual Meeting and Luncheon
In honor of the 50th Anniversary
of the Gift Shop

Date & Time:
Monday May 18, 2009
Noon – 2:00 p.m.
Location:
Ann Arbor City Club
1830 Washtenaw Avenue, Ann Arbor, MI 48104

Guest Speaker:
Anita Clos, University of Michigan Guest Assistance Programs
Please R.S.V.P by May 10, 2009
Administrative Board Assistant 734.615.6147
Email: waitzyb@med.umich.edu

Local Talent Supports Friends

Recently, the main gift shop hosted a “meet and greet” with local nail tech Jan Jourdan from Me and My Nails. Her new nail care products are currently being sold in the main gift shop. These all-in-one nail care kits are great for bridal showers, personal use, party favors, cheering up patients and so much more! Don’t forget … profits are used to fund numerous patient support efforts affiliated with the University of Michigan Health System.


Bennett’s Beavers is a group of volunteers that makes over 20,000 wooden toys that are shipped to children in hospitals all across the country. It all started 13 years ago when the founder, Jim Bennett, made simple wooden toys for children at the University of Michigan C. S. Mott Children’s Hospital. These toys are a joy for children to paint and take home with them. In addition to the toys, Jim Bennett made the wooden cart that is pushed throughout the halls of the hospital by our Mennonite volunteers. Since then, his one-man operation has grown to include 12. Most of the volunteers are retired; none of them is a woodworker by trade. They work without pay for the satisfaction of the children. Bennett and his crew have started a building fund, hoping to expand their operations in the future. Friends are proud to have gifted $2,500 in 2008 toward this effort.
Funding Update
In 2008 $435,204 was Donated

Learn about past projects that Friends supported.

- Therapeutic horseback riding lessons for pediatric brain injury day treatment program.
- Stuffed teddy bears for Survival Flight patients.
- $400,000 to the Mott Replacement Hospital Project.
- Funds to support memorial services for children who have died while at Mott.
- $25,000 annual funding for Trails Edge Camp for ventilator-dependent children. The camp is staffed by volunteers and funded through donations. The first camp of its kind, Trail’s Edge is a place where campers enjoy typical camp activities, including horseback riding, fishing and pranks. Campers 5 to 18 years old enjoy a week of adventure that is full of friendship, independence and life. It’s a place where kids meet other kids who face similar challenges, where they are not considered different and where the possible can become reality.
- $15,000 to produce a burn prevention and anti-arson video for Trauma Burn. These videos are currently shown to children and “at-risk” adolescents.
- $40,000 annually for Social Work to distribute meals, lodging, transportation and emergency needs for our most at-risk patients.
- $60,000 annually to support patient education (classes, materials, programs) throughout the Health System.
- $25,000 annually to support Mott Child and Family Life projects: art and craft supplies, books for all ages, toys and games, educational materials, medical educational items, balloons, pizza, items for special events, camera supplies, musical instruments, batteries.
- $2,101 granted to UMHS Depression Center for educational materials to improve compliance with patient treatment programs.
- $1,750 granted to UMHS Depression Center Lobby.
- $186,957 granted to UMHS Depression Center for educational materials to improve compliance with patient treatment programs.
- $1,000 donated to Silver Club, a day enrichment program for people with dementia.
- $186,957 granted to UMHS Depression Center for educational materials to improve compliance with patient treatment programs.

FUNDING GRANTED
October 2008

- Speech Language Pathology: Tracheoesophageal voice prosthetics ........................................... $5,000
- Infection Control & Epidemiology: Support for a brochure on hand hygiene ................................ $9,000
- Pediatrics and Communicable Diseases: Four video clips of three patients and 1 resident: interviewed experiences with sickle cell anemia (SCA) .......................................................... $1,750
- Pediatrics Department (Section of Pediatric Psychology): ChildCope Program Coping Kits ................ $1,494

FUNDING REQUESTS
January 2009

- Child and Family Life: Snoezelen multisensory environment starter sensory system .................. $4,630
- PM&R OT/TR: Cooking and baking items for the OT/TR kitchen ............................................ $1,000
- U-M Depression Center: Newsletter, educational materials, patient tool kit ............................... $186,957

Gifts of Arts 2009 Schedule
Bringing the world of art and music to the University of Michigan Health System
For more information visit http://www.med.umich.edu/goa/exhibits.htm
http://www.med.umich.edu/goa/performances.htm

EXHIBITS
April 20-June 15, 2009
Suspended Moments: Panoramic Photographs by Gary Mesa-Gaido, Taubman Health Center Lobby, North Gallery, Floor 1. Open daily 8 a.m.-8 p.m.
TBD, Taubman Health Center Lobby, North Gallery display cases, Floor 1. Open daily 8 a.m.-8 p.m.
Symphony of Quilts: Michigan Quilt Artists Invitational, Michigan Quilt Artists, Taubman Health Center Lobby, South Gallery, Floor 1. Open daily 8 a.m.-8 p.m.
Ann Arbor Potter’s Guild, Taubman Health Center Lobby, South Gallery display cases, Floor 1. Open daily 8 a.m.-8 p.m.
Threads of Light: Fiber Art by Laurie Wohl, University Hospital Main Lobby Gallery, Floor 1. Open daily 8 a.m.-8 p.m.
Animals & People: Photographic Jewelry by Dawn Estrin and George Wilson, University Hospital Main Lobby Gallery display cases, Floor 1. Open daily 8 a.m.-8 p.m.
Snip Shots: Cut Paper Narratives by Mary Gaynier, University Hospital Main Corridor Gallery, West, Floor 2. Open daily 8 a.m.-8 p.m.
TBD, Comprehensive Cancer Center Main Lobby Gallery, Level B2. Open Monday-Friday 8 a.m.-5 p.m.
Cancer Healing Quilts by Fiber Artists at Loose Ends, Comprehensive Cancer Center, Level 1. Open Monday-Friday 8 a.m.-5 p.m.

PERFORMANCES
Thursday Noontime Concert Series in the University Hospital lobby, floor 1
May 7: Song and dance retro musical revue by The Choral Connection.
May 14: Motown and rock classics by Daniel Goree and Donald “Bopper” Clark.
May 21: Classical clarinet and piano works by Donald R. Grant and Gregory Sulik.
May 28: Jazz standards by Susan Chastain and James Dapogny.
Officers and Board Members 2008-2009

President.................................Nancy Bates
Past President............................Molly Friedrichs
Secretary.................................Janet Fogler
Treasurer.................................Dean Lidgard
Co-Vice President for Gift Shops......Jenny Carpenter
Co-Vice President for Gift Shops......Patricia Kempner
Honorary Coordinator
for Social Services......................Ernestina Parravano
Membership..............................Linda D. Potter
Newsletter...............................Sandy Plunkett
Sally Tamara Sutton
Consulting Attorney By-Laws..........Leslie Kamil
Community Relations....................Dave Brudon
Programs.................................Daniel Fischer
Members at Large.......................Sally Edwards
Mac Cox
Lois Eckstein
Margaret Crandall
Laurie Carr
Diane Johnson
Denise Landis
Dr. Norman Thompson
Sandy McVeigh
Meg Oleksiak

Hospital Financial Advisor..............Pam Chapelle
Gift Shop Manager.......................Sandy Del Favero
Administrative Board Assistant........Waitzy Brown

The University of Michigan, is a non-discriminatory affirmative action employer.

© 2009 The Regents of the University of Michigan